

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

Contractor Support Services (CSS) for Program Executive Office Enterprise Information Systems (PEO-EIS), the Naval Enterprise Network (NEN) Program Office (PMW-205), and the Navy Enterprise Resource Planning (ERP) Program Office (PMW-220).

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QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

1 INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) is pursuant to the requirements listed in the Performance Work Statement (PWS) entitled Contractor Support Services (CSS) for Program Executive Office Enterprise Information Systems (PEO-EIS), the Naval Enterprise Network (NEN) Program Office (PMW-205), and the Navy Enterprise Resource Planning (ERP) Program Office (PMW-220). This plan sets forth the procedures and guidelines SPAWAR will use in ensuring the required performance standards or services levels are achieved by the contractor.

1.1 Purpose

1.1.1 The purpose of the QASP is to describe the systematic methods used to monitor performance and to identify the required documentation and the resources to be employed. The QASP provides a means for evaluating whether the contractor is meeting the performance standards/quality levels identified in the PWS and the contractor's Quality Control Plan (QCP), and to ensure that the government pays only for the level of services received.

1.1.2 This QASP defines the roles and responsibilities of all members of the Integrated Product Team (IPT), identifies the performance objectives, defines the methodologies used to monitor and evaluate the contractor's performance, describes quality assurance documentation requirements, and describes the analysis of quality assurance monitoring results.

1.2 Performance Management Approach

1.2.1 The PWS structures the acquisition around "what" service or quality level is required, as opposed to "how" the contractor should perform the work (i.e., results, not compliance). This QASP will define the performance management approach taken by SPAWAR 1.0 to monitor and manage the contractor's performance to ensure the expected outcomes or performance objectives communicated in the PWS are achieved. Performance management rests on developing a capability to review and analyze information generated through performance assessment. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management; this analysis yields information that indicates whether expected outcomes for the project are being achieved by the contractor.

1.2.2 Performance management represents a significant shift from the more traditional quality assurance (QA) concepts in several ways. Performance management focuses on assessing whether outcomes are being achieved and to what extent. This approach migrates away from scrutiny of compliance with the processes and practices used to achieve the outcome. A performance-based approach enables the contractor to play a large role in how the work is performed, as long as the proposed processes are within the stated constraints. The only exceptions to process reviews are those required by law (federal, state, and local) and compelling business situations, such as safety and health. A "results" focus provides the contractor flexibility to continuously improve and innovate over the course of the contract as long as the critical outcomes expected are being achieved and/or the desired performance levels are being met.

1.3 Performance Management Strategy

1.3.1 The contractor is responsible for the quality of all work performed. The contractor measures that quality through the contractor's own Quality Control (QC) program. QC is work output, not workers, and therefore includes all work performed under this contract regardless of whether the work is performed by contractor employees or by subcontractors. The contractor's QCP will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the PWS. The contractor will develop and implement a performance management system with processes to assess and report its performance to the designated government representative. The contractor's QCP will set forth the staffing and procedures for self-inspecting the quality, timeliness,

responsiveness, customer satisfaction, and other performance requirements in the PWS. This QASP enables the government to take advantage of the contractor's QC program.

1.3.2 The government representative(s) will monitor performance and review performance reports furnished by the contractor to determine how the contractor is performing against communicated performance objectives. The government will make determination regarding incentives based on performance measurement metric data and notify the contractor of those decisions. The contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively.

2 ROLES AND RESPONSIBILITIES

2.1 The Procuring Contracting Officer

The Procuring Contracting Officer (PCO) is responsible for monitoring contract compliance, contract administration, and cost control and for resolving any differences between the observations documented by the Contracting Officers Representative (COR) and the contractor. The PCO will designate in writing the COR as the government authority for performance management. The number of additional representatives serving as technical inspectors depends on the complexity of the services measured, as well as the contractor's performance, and must be identified and designated by the PCO.

2.2 The Contracting Officers Representative (COR)

The COR is designated in writing by the PCO to act as his or her authorized representative to assist in administering a contract. COR limitations are contained in the written appointment letter. The COR is responsible for technical administration of the project and ensures proper government surveillance of the contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the government's behalf. Any changes that the contractor deems may affect contract price, terms, or conditions shall be referred to the PCO for action. The COR will have the responsibility for completing QA monitoring forms used to document the inspection and evaluation of the contractor's work performance. Government surveillance may occur under the inspection of services clause for any service relating to the contract.

3 IDENTIFICATION OF REQUIRED PERFORMANCE STANDARDS/QUALITY LEVELS

The required performance standards and/or quality levels are included in the PWS and in the Performance Requirements Summary Matrix. Performance is entered into the Contractor Performance Assessment Reporting System (CPARS) as follows:

DEFINITION	RATING
Performance meets contractual requirements and exceeds many to the Government's benefit	Exceptional
Performance meets contractual requirements and exceeds some to the Government's benefit	Good
Performance meets contractual requirements	Satisfactory
Performance does not meet some contractual requirements	Marginal
Performance does not meet most contractual requirements	Unsatisfactory

4 METHODOLOGIES TO MONITOR PERFORMANCE

4.1 Surveillance Techniques

In an effort to minimize the performance management burden, simplified surveillance methods shall be used by the government to evaluate contractor performance when appropriate. The primary methods of surveillance are:

- Random monitoring by the COR
- Monthly Performance Meetings
- Monthly Status Reports

4.2 Customer Feedback

The contractor is expected to establish and maintain professional communication between its employees and customers. The primary objective of this communication is customer satisfaction. Customer satisfaction is the most significant external indicator of the success and effectiveness of all services provided and can be measured through customer complaints.

Performance management drives the contractor to be customer focused through initially and internally addressing customer complaints and investigating the issues and/or problems but the customer always has the option to communicate complaints to the PCO and/or COR, as opposed to the contractor.

Customer complaints, to be considered valid, must set forth clearly and in writing, the detailed nature of the complaint, must be signed (digital signature acceptable), and must be forwarded to the COR. The COR will accept those customer complaints and investigate.

Customer feedback may also be obtained either from the results of formal customer satisfaction surveys or from random customer complaints.

4.3 Acceptable Quality Levels

The Acceptable Quality Levels (AQLs) for contractor performance, as identified in the, Performance Requirements Summary Matrix (PRSM), are structured to allow the contractor to manage how the work is performed while providing negative incentives for performance shortfalls. For certain critical activities, such as those involving data submissions to higher headquarters, the desired performance level is established at 100 percent. Other levels of performance are keyed to the relative importance of the task to the overall mission performance.

5 QUALITY ASSURANCE DOCUMENTATION

5.1 The Performance Management Feedback Loop

The performance management feedback loop begins with the communication of expected outcomes. These expectations are expressed in the Performance Requirements Summary Matrix

5.2 Monitoring Forms

The government's QA surveillance, accomplished by the COR, will document the government's assessment of the contractor's performance under the contract to ensure that AQLs are being achieved.

5.2.1 The COR will retain a copy of all completed QA surveillance forms.

6 ANALYSIS OF QUALITY ASSURANCE ASSESSMENT

6.1 Determining Performance

6.1.1 Government shall use the monitoring methods cited to determine whether the AQLs have been met. If the contractor has not met the minimum requirements, it may be asked to develop a corrective action plan to show how and by what date it intends to bring performance up to the required levels. Failure to meet AQLs may result in an UNSATISFACTORY CPARS rating. Conversely, exceeding AQLs may result in an EXCEPTIONAL CPARS rating.

6.2 Reporting

6.2.1 At the end of each quarter, the COR will prepare a written report summarizing the overall results of the QA surveillance of the contractor's performance. This written report will become part of the QA documentation. It will enable the government to demonstrate whether the contractor is meeting the stated AQLs.

6.3 Reviews and Resolution

6.3.1 The COR may require the contractor's project manager, or a designated alternate, to meet with the PCO, PM and/or other government IPT personnel as deemed necessary to discuss performance evaluation. The PCO will define a frequency of in-depth reviews with the contractor, including appropriate self-assessments by the contractor; however, if the need arises, the contractor will meet with the PCO, COR and/or PM as often as required or per the contractor's request. The agenda of the reviews may include:

- Monthly performance assessment data and trend analysis
- Issues and concerns of both parties
- Projected outlook for upcoming months and progress against expected trends, including a corrective action plan analysis
- Recommendations for improved efficiency and/or effectiveness
- Issues arising from the performance monitoring process

6.3.2 The PCO must coordinate and communicate with the contractor to resolve issues and concerns regarding marginal or unacceptable performance.

6.3.3 The PCO, COR and contractor should jointly formulate tactical and long-term courses of action to resolve performance issues. Decisions regarding recommended changes to the PRSM should be clearly documented. Such changes must be incorporated as a contract modification issued by PCO before taking effect.

ATTACHMENT 1

Contractor Support Services (CSS) for PEO EIS, PMW 205 and PMW 220

QUARTERLY QUALITY ASSURANCE MONITORING FORM

CONTRACT: N00178-xx-D-xxxx NSxx

SURVEY PERIOD:

MONITORING METHOD:

OBJECTIVES:

Quality of Service:

[Narrative]

Schedule:

[Narrative]

Cost Control:

[Narrative]

Business Relations:

[Narrative]

Management of Key Personnel:

[Narrative]

Utilization of Small Business

[Narrative]

PREPARED BY: _____

DATE: _____